# Avaya 3905 Digital Deskphone Quick Reference Guide

Avaya Communication Server 1000
Release 7.5

Document Status: **Standard**

Document Number: **NN42370-111**

Document Version: **03.01**

Date: **October 2010**

© 2010 Avaya Inc. All Rights Reserved.

**Notices**

While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this document without the obligation to notify any person or organization of such changes.

**Documentation disclaimer**

Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of this documentation unless such modifications, additions, or deletions were performed by Avaya. End User agree to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End User.

**Link disclaimer**

Avaya is not responsible for the contents or reliability of any linked Web sites referenced within this site or documentation(s) provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

**Warranty**

Avaya provides a limited warranty on this product. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language, as well as information regarding support for this product, while under warranty, is available to Avaya customers and other parties through the Avaya Support Web site: http://www.avaya.com/support

Please note that if you acquired the product from an authorized reseller, the warranty is provided to you by said reseller and not by Avaya.

**Licenses**

THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE, HTTP://SUPPORT.AVAYA.COM/LICENSEINFO/ ARE APPLICABLE TO ANYONE WHO DOWNLOADS, USES AND/OR INSTALLS AVAYA SOFTWARE, PURCHASED FROM AVAYA INC., ANY AVAYA AFFILIATE, OR AN AUTHORIZED AVAYA RESELLER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AUTHORIZED AVAYA RESELLER. UNLESS OTHERWISE AGREED TO BY AVAYA IN WRITING, AVAYA DOES NOT EXTEND THIS LICENSE IF THE SOFTWARE WAS OBTAINED FROM ANYONE OTHER THAN AVAYA, AN AVAYA AFFILIATE OR AN AVAYA AUTHORIZED RESELLER, AND AVAYA RESERVES THE RIGHT TO TAKE LEGAL ACTION AGAINST YOU AND ANYONE ELSE USING OR SELLING THE SOFTWARE WITHOUT A LICENSE. BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THESE TERMS AND CONDITIONS AND CREATE A BINDING CONTRACT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE ("AVAYA").

**Copyright**

Except where expressly stated otherwise, no use should be made of the Documentation(s) and Product(s) provided by Avaya. All content in this documentation(s) and the product(s) provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

**Third Party Components**

Certain software programs or portions thereof included in the Product may contain software distributed under third party agreements ("Third Party Components"), which may contain terms that expand or limit rights to use certain portions of the Product ("Third Party Terms"). Information regarding distributed Linux OS source code (for those Products that have distributed the Linux OS source code), and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply to them is available on the Avaya Support Web site: http://support.avaya.com/Copyright.

**Trademarks**

*The trademarks, logos and service marks ("Marks") displayed in this site, the documentation(s) and product(s) provided by Avaya are the registered or unregistered Marks of Avaya, its affiliates, or other third parties. Users are not permitted to use such Marks without prior written consent from Avaya or such third party which may own the Mark. Nothing contained in this site, the documentation(s) and product(s) should be construed as granting, by implication, estoppel, or otherwise, any license or right in and to the Marks without the express written permission of Avaya or the applicable third party.* Avaya is a registered trademark of Avaya Inc. All non-Avaya trademarks are the property of their respective owners.

**Downloading documents**

For the most current versions of documentation, see the Avaya Support. Web site: http://www.avaya.com/support

**Contact Avaya Support**

Avaya provides a telephone number for you to use to report problems or to ask questions about your product. The support telephone number is 1-800-242-2121 in the United States. For additional support telephone numbers, see the Avaya Web site: http://www.avaya.com/support

## Introduction to the Avaya 3905 Digital Deskphone 7

Avaya 3905 Digital Deskphone 7
Avaya 3905 Digital Deskphone keys 8

## Call Center Agent/Supervisor Features 9

Headset interface 9
Agent login 9
Login with Agent ID and Multiple Queue Assignment (MQA) 10
Correct errors during the login procedure 11
Default login 12
Agent logout 12

## Call Center Agent features 13

Use Activity Code 13
Answer Call Center calls 14
Call Forcing 15
Use the Emergency Key 15
Activate Make Set Busy 15
Use Not Ready 17
Answer or make non-ACD calls 17
Contact your supervisor 18
Use Walkaway and Return from Walkaway 19

## Call Center Supervisor features 21

Agent Keys 21
Answer Agent 21
Answer Emergency 21
Call Agent 22
Use the Supervisor Observe and Supervisor Headset Jack 22
Observe Agent 23
Interflow 23
Night Service 24

## Viewing queue status 25

The Avaya Meridian 1 ACD Calls Waiting status indicator 25

Display Queue on Avaya Meridian 1 25
The Meridian SL-100 Multistage Queue Status indicator 26
Display Queue Threshold on Meridian SL-100 27
Display agent status on the Avaya Meridian 1 29
Display agent status on the Meridian SL-100 30

## Your telephone's non-ACD call features 31

Make a call 31
Use the Predial feature 31
Auto Dial 32
Ring Again 33
Redial last number called 33
Use Speed Call 34
Make a System Speed Call 35
Answer a call 36
Place a call on Hold 36
Transfer a call 37
Trace a Malicious call 38
Forward calls 39
Set up a Conference call 40

## Options List 41

Select a language 42
Change a Feature Key label 42
Adjust Screen contrast 44
Adjust volume 44
Choose Ring type 45
Select Call Log options 45
Use Live dial pad 46
Select Preferred name match 46
Set up area code 46
Enable Call timer 47
Select Date/time format 47
Enable Key click 47
Headset type selection 48
Use Headset port on call 48
Activate Headset port external alerter 49

Display diagnostics 49

## Directory display and navigation 50

Access your Callers List, Redial List, or Personal Directory 50
Directory password protection 51

## Call Log 53

Access and use the Callers List 53
Access and use the Redial List 55

## Use the Personal Directory 56

Access the Personal Directory 56
Add a Personal Directory entry 56
Add an incoming call 58
Add an outgoing call 59
Delete or edit a Personal Directory entry 59
Delete your Personal Directory 60
Use the Personal Directory to make a call 61
Use Card View 61
Search for an entry 62
Copy a number from the Redial List 63

## Set-to-Set Messaging 64

## Corporate Directory 67

# Introduction to the Avaya 3905 Digital Deskphone

Your Avaya 3905 Digital Deskphone provides easy access to a wide range of business features.

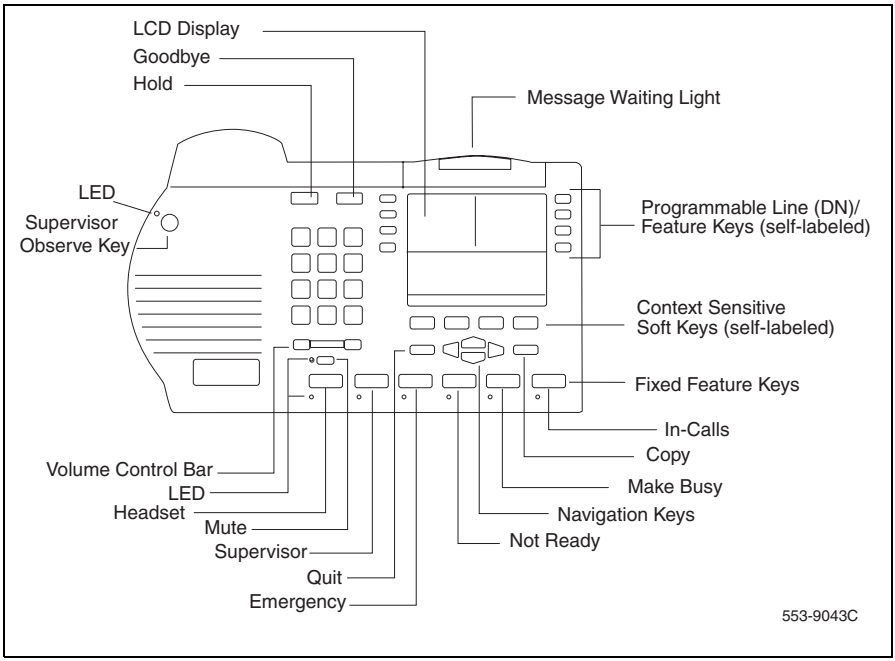
Your network administrator assigns features to your feature keys and provides you with passwords and other codes as required.

Avaya Meridian 1 and Meridian SL-100 systems automatically control incoming call routing to answering positions, and can provide music or recorded announcements to waiting callers.

In this document, *Call Center telephone* and *Automatic Call Distribution telephone (ACD)* are interchangeable terms for the Avaya 3905 Digital Deskphone.

Optional accessories are available to expand the capabilities of the Avaya 3905 Digital Deskphone.

## Avaya 3905 Digital Deskphone



## Avaya 3905 Digital Deskphone keys

The Avaya 3905 Digital Deskphone features:

- Eight Programmable Line (DN)/Feature Keys (self-labeled), giving you access to eight different lines (DNs) or features.
- Four Context Sensitive Soft Keys (self-labeled)
- Six Fixed Feature keys which may be configured to fit your business needs (see note):

  — Headset (with LED indicator)*
  — In-Calls*
  — Call Supervisor*
  — Emergency*
  — Not Ready*
  — Make Set Busy*
  — Call Agent
  — Observe Agent
  — Answer Emergency
  — Answer Agent
  — Activity Code
  — Display Queue

***Note:*** The Headset and In-Calls Keys are required. Your network administrator can reconfigure the remaining four keys to any of the features listed above. Default keys are indicated by an asterisk. Order the optional Key Cap Kit to obtain key caps for the non-default features.

# Call Center Agent/Supervisor Features

This section describes features and procedures common to both the Call Center Agent and the Call Center Supervisor.

## Headset interface

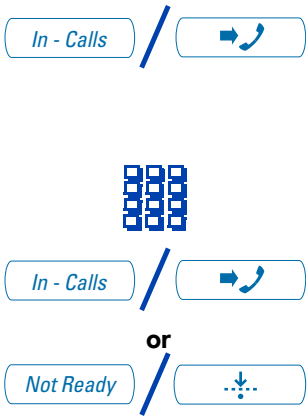
The Headset Key is used to switch between the headset and the handset mode of operation. If you do not have the optional handset installed, all calls will be connected to your headset. The LED lights steadily to indicate you are in headset mode. The headset LED is dark (unlit) if you are in handset mode.

If you have the handset option installed, press the Headset Key to enter handset mode. The headset LED will go dark, and all calls will be presented to the handset. Lift the handset and press a DN or In-Calls key to receive calls. To make outgoing calls using your handset, lift the handset and press an individual DN Key to receive dial tone. If you want to return to headset mode press the Headset Key. The headset LED will light steadily, and all calls will be presented to the headset.

***Note:*** Refer to your distributor for the latest product bulletin recommending headset types for use with the Avaya 3905 Digital Deskphone.

Test your headset with the telephone before using the telephone to receive calls**.** In a noisy environment, an amplified headset is an option. Select Headset type in the Options list and choose Type 1, Type 2, or Amplified. When an amplified headset is used, there are two methods of volume control: the **Volume Control Bar** on the telephone and the volume control on the headset amplifier. You should adjust the telephone volume before adjusting the headset volume. To provide the best communication with the least amount of distortion, the headset volume control should have a higher setting than the telephone volume control.

## Agent login




1. Press the **In-Calls** Key.

   ***Note:*** On the Meridian SL-100, press Make Busy Key until the indicator turns on, then press the In-Calls Key.

2. **Dial** your Agent ID (if required).

3. You are automatically placed into Not Ready state. Press either the **In-Calls** Key, or the **Not Ready** Key to enter the ACD queue.

## Login with Agent ID and Multiple Queue Assignment (MQA)

The process of logging in using MQA consists of entering your four digit Agent ID followed by a Supervisor ID (if your queue requires one) followed by up to five ACD DNs and priority values (if priority values are being used) terminated by # #.

To choose the default Priority or Supervisor ID, enter # instead of a Priority entry or a Supervisor ID entry. The Priority or Supervisor configured for your set will be used.

**Note:** A Supervisor who is logging in to accept ACD calls will not be able to specify a Supervisor ID (even in the case where agents are required to enter one).

**To login:**

1. Press the **In-Calls** Key.
2. Select one of the following four login options:

**To login without Supervisor ID and without Priority:**

**Dial** your Agent ID # ACD DN 1 # ACD DN 2 # ACD DN 3 # ACD DN 4 # ACD DN 5 # #.

**To login with Supervisor ID and without Priority:**

**Dial** your Agent ID # Supervisor ID # ACD DN 1 # ACD DN 2 # ACD DN 3 # ACD DN 4 # ACD DN 5 # #.

**To login without Supervisor ID and with Priority:**

**Dial** your Agent ID # ACD DN 1 # Priority 1 # ACD DN 2 # Priority 2 # ACD DN 3 # Priority 3 # ACD DN 4 # Priority 4 # ACD DN 5 # Priority 5 # #.

**To login with Supervisor ID and with Priority:**

**Dial** your Agent ID [#]
Supervisor ID [#] ACD DN 1 [#]
Priority 1 [#] ACD DN 2 [#]
Priority 2 [#] ACD DN 3 [#]
Priority 3 [#] ACD DN 4 [#]
Priority 4 [#] ACD DN 5 [#]
Priority 5 [#] [#].

3. Press either the **In-Calls** Key, or the **Not Ready** Key to enter the ACD queue.

***Note:*** The MQA feature is not available on the Meridian SL-100.

## Correct errors during the login procedure

**Dial** [0] [#] to correct the previous entry. The Supervisor ID, ACD DNs, and Priorities can be re-entered (see the example below).

**Example**
**To re-enter ACD DN 1 without using Priority (press [#] [0] [#] to correct ACD DN 1):**

**Dial** your Agent ID [#] Supervisor ID [#]
ACD DN 1 [#] [0] [#] ACD DN 1 [#]
ACD DN 2 [#] ACD DN 3 [#]
ACD DN 4 [#] ACD DN 5 [#] [#].

***Note:*** This feature is not available on the Meridian SL-100.

## Default login

If you normally use the same telephone, you need not repeat the entire login process at the beginning of each shift. The default login places you in the same ACD queues and the same supervisor that the set had in the previous login.

**Default login:**

1. Press the **In-Calls** Key.

2. **Dial** your Agent ID # # # (if your queue requires a Supervisor ID) or **Dial** your Agent ID # # (if a Supervisor ID is not required).

***Note 1:*** If queues are retained from a prior login by an Agent ID, each queue is displayed for two seconds. Press **In-Calls**, **Not Ready**, or **Make Busy** to cancel display of Multiple Queues.

***Note 2:*** This feature is not available on the Meridian SL-100.

## Agent logout

Press the **Make Busy** Key and disconnect the headset. The LED indicator lights steadily.

***Note 1:*** On the Avaya Meridian 1, if you press the **Make Busy** Key again, the LED indicator will turn off. At this point your telephone can accept non-ACD calls, but you are logged out of the queue.

***Note 2:*** On the Meridian SL-100, if you press the **Make Busy** Key again, the LED indicator will flash. At this point your telephone can accept non-ACD calls, but you are logged out of the queue.

***Note 3:*** If you press the **Make Busy** Key while on an ACD call, you will be logged out automatically when the call is finished.

# Call Center Agent features

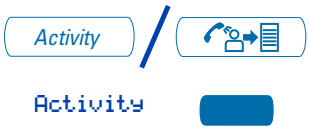
This section explains the features that are available to ACD agent positions.

## Use Activity Code

This feature allows you to record the type of activity you are performing. Use the **Activity** Key to record Activity Codes on the Avaya Meridian 1 and LOB (Line of Business) Codes on the Meridian SL-100.

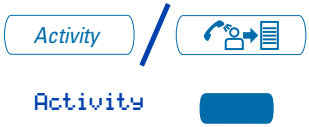
Both the Avaya Meridian 1 and the Meridian SL-100 track items such as the number of specific types of calls and the holding times for these calls.

**To capture activities on the Avaya Meridian 1:**




1. Press the **Activity** Key.

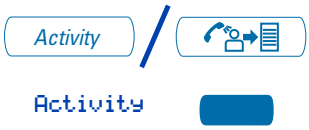
2. **Dial** the Activity Code that corresponds to the activity being performed.




3. Press the **Activity** Key again.

If performing multiple tasks, repeat these steps.

**To capture the type of ACD call on the Meridian SL-100:**




1. While on an active ACD call, press the **Activity** Key.

2. **Dial** the LOB Code which reflects the type of call you are handling. The digits are shown on the display as you enter them. If you make a mistake, press the Activity Key again and re-enter the correct digits.

Repeat steps one and two for other applicable codes. You can enter up to three LOB codes per call.

## Answer Call Center calls

The In-Calls Key is the lower right-hand key on your Avaya 3905 Digital Deskphone. The In-Calls Key is your main ACD extension (Primary DN). The In-Calls Key allows you to answer the next queued call on the primary DN. This key presents only ACD calls. To disconnect from an ACD call, press the Goodbye Key or press the In-Calls Key a second time.

To enable you to make outgoing calls and accept non-ACD calls, your network administrator must configure one or more non-ACD DNs (Individual DNs) to your Avaya 3905 Digital Deskphone.

***Note:*** If you have the handset option and you pickup the handset, you must also press a DN key, otherwise the handset is not operable. You can terminate a call by replacing the handset in the cradle.

**Your phone rings and the In-Calls indicator flashes:**

Press the **In-Calls** Key. The caller is connected and the indicator lights continuously.

**To end an ACD call:**

Press the **Goodbye** Key.

**or**

Press the **In-Calls** Key (Avaya Meridian 1 only).

**or**

Replace the **Handset** to terminate a call.

**or**

Press an **Individual Line** Key (non-ACD). This will remove you from the queue.

**or**

Press the **Not Ready** Key. This will remove you from the queue but keep you logged in as an agent position.

**or**

Wait for the caller to terminate the call.

## Call Forcing

The Call Forcing option automatically connects incoming ACD calls. You do not need to press the In-Calls Key. When Call Forcing is on, you have a time interval between each incoming call that is defined by your network administrator. After the time interval is up, you hear a tone through the headset and Call Forcing automatically connects you with the incoming caller.

You hear a short tone. The **In-Calls** indicator lights continuously and the ACD call automatically goes to your agent position.

***Note:*** Pressing the **In-Calls** Key with Call Forcing (Auto Answer) on, disconnects an active ACD call.

## Use the Emergency Key

**When you have an emergency situation:**

Press the **Emergency** Key. The indicator flashes while your supervisor is called. When your supervisor picks up the call, the LED indicator lights continuously and you have a three-way conference.

***Note:*** The display shows information about the call. Before you press the **Emergency** Key, write down this information for future reference.

## Activate Make Set Busy

**Make Set Busy** allows you to make your telephone appear busy to all callers.

**To activate Make Set Busy:**

Press the **Make Busy** Key or lift the handset and enter the Make Set Busy Activate FFC.

**To deactivate Make Set Busy:**

Press the **Make Busy** Key a second time, or lift the handset and enter the Make Set Busy Deactivate FFC.

## Use Not Ready

Use the Not Ready Key, when performing post-call work.

**When you need time to catch up on post-call processing work:**

Press the **Not Ready** Key. This takes you out of the queue.

**When you are ready to take ACD calls again:**

Press either the **In-Calls** Key, or the **Not Ready** Key to enter the ACD queue.

**or**

***Note 1:*** On the Meridian SL-100, you must press the Not Ready Key to begin receiving ACD calls.

***Note 2:*** If you Press the In-Calls Key during an ACD call, the call is disconnected.

## Answer or make non-ACD calls

An Individual DN allows you to make outgoing calls and to receive non-ACD incoming calls. If you do not have an active call when the LCD indicator flashes, you can press the corresponding Individual DN Key and answer the call.

**To make a non-ACD call:**

1. Press an **Individual DN** Key.

2. **Dial** the number you wish to call.

**To answer a non-ACD call:**

Press the **DN** Key next to the flashing indicator. You are connected to your non-ACD caller.

## Contact your supervisor

**To answer your supervisor when your phone rings and the Supervisor indicator flashes:**

Press the **Supervisor** Key.

**If you are on a call and hear a buzz and the Supervisor indicator flashes:**

1. Press the **Hold** Key.

2. Press the **Supervisor** Key.

**To call your supervisor:**

Press the **Supervisor** Key. If you are on a call, this automatically puts the call in progress on Hold.

**To return to the ACD call:**

Press the **In-Calls** Key.

**To Conference your Supervisor during a call in progress:**

1. Press the **Supervisor** Key. The caller is on hold and you can talk privately with your supervisor.

2. Press the **Supervisor** Key a second time to have a three-way conversation with the supervisor and the caller.

***Note:*** On the Meridian SL-100, press the Emergency Key to establish a three way call.

**To Transfer to a supervisor, during a call in progress:**

1. Press the **Supervisor** Key.

2. Press the **Supervisor** Key again when the supervisor answers.

3. Press the **Goodbye** Key to disconnect from the call. The caller remains connected with your supervisor.

***Note:*** On the Meridian SL-100, use the **Transfer** Key to transfer the call to your Supervisor's DN. You cannot transfer a call using the **Supervisor** Key.

## Use Walkaway and Return from Walkaway

Use this feature when you need to leave your desk during an ACD call, during a non-ACD call, or while in the Not Ready state.

**To use the Walkaway feature:**

1. Press the **Hold** Key. The LCD indicator beside the In-Calls extension flashes.
2. Disconnect the headset before you leave.

***Note 1:*** Some headsets have a quick disconnect feature. You can do a quick disconnect instead of disconnecting the headset.

***Note 2:*** On the Meridian SL-100, you do not need to disconnect the headset.

**To Walkaway while in Not Ready mode (Not Ready LED or LCD indicator is on, and Not Ready is shown on the display):**

1. Press the **Not Ready** Key.
2. Press the **Hold** Key.
3. Disconnect the **headset**.

***Note:*** On the Meridian SL-100, you need to enter a walkaway code.

**To return from Walkaway:**

1. Connect the **headset**.
2. Press the **key** next to the flashing indicator.

***Note 1:*** If a caller disconnects before you return from Walkaway, the Not Ready indicator flashes. When you return from Walkaway, you are in Not Ready mode.

***Note 2:*** Even if you are using the optional handset, you must disconnect the **headset** to activate walkaway mode. There is not a quick disconnect for the handset.

***Note 3:*** On the Meridian SL-100, you are not required to disconnect the headset for walkaway.

***Note 4:*** On the Meridian SL-100 a call on hold prevents you from activating the Not Ready Key. When you press the Not Ready Key, an active call is terminated unless your network administrator has enabled the Non-immediate Cut-off feature for your telephone.

# Call Center Supervisor features

In addition to the features described in this section, your network administrator can assign any feature listed in the "Agent features" section to a supervisor's telephone (except Supervisor).

## Agent Keys

Agent Keys allow you to connect, observe, or monitor the status of each Agent position. Each Agent Key is linked to a particular agent position and can be used along with the Call Agent or Observe Agent Keys. The following table shows the meaning of the LCD indicator associated with an Agent Key.

| Indicator | Agent Status |
|---|---|
| Off | No agent logged in at this position. |
| On | Busy on an ACD call. |
| Slow Flashing | Waiting for an ACD call. |
| Fast Flashing | Busy on a non-ACD call. |

***Note:*** On the Meridian SL-100, instead of a Fast Flashing Indicator, you will observe a Wink. This indicates that the Agent has entered Not Ready state.

## Answer Agent

**When your phone rings and the Answer Agent indicator flashes:**

Press the **Answer Agent** Key. Your position goes into Not Ready state and you are connected to the agent.

**To disconnect an agent call:**

Press the **Goodbye** Key.

## Answer Emergency

**When your phone buzzes and the Answer Emergency indicator flashes:**

1. Press the **Hold** Key if you intend to return to the call in progress.

2. Press the **Answer Emergency** Key. Your position goes into Not Ready state and the Answer Emergency indicator lights continuously. You are connected to the call.

**To disconnect from the emergency call:**

Press the **Goodbye** Key.

## Call Agent

**To call an agent:**

1. Press **Call Agent** Key, your position goes into the Not Ready state.

**or**

2. Press the **Agent** Key assigned to the agent **or dial** the agent's position ID.

***Note:*** To talk to another agent repeat steps one and two or press the Agent Key for the next agent.

**To leave Call Agent state:**

Press the **Goodbye** Key.

## Use the Supervisor Observe and Supervisor Headset Jack

The Supervisor Observe Key is located in the upper left corner of the Avaya 3905 Digital Deskphone with ACD. It has an associated LED.

A supervisor can listen in on an active call at an ACD terminal by connecting the headset into the jack near the Supervisor Observe Key on an agent's telephone. The LED remains dark to denote that the supervisor can hear the conversation while the microphone for the supervisor's headset is muted.

**To use the Supervisor Observe feature:**

Supervisor plugs the headset into the agent telephone.

**To use the Supervisor Observe feature for a two way conversation:**

While the headset is plugged in, press the **Supervisor Observe** Key, the LED lights continuously and the supervisor can participate in the conversation.

**To mute the Supervisor headset:**

Press the **Supervisor Observe** Key a second time and the to put the supervisor headset on mute. The LED turns off.

## Observe Agent

**To observe an agent:**

**or**

1. Press the **Observe Agent** Key. Your position goes into Not Ready state.
2. Press the **Agent** Key or **dial** the agent's position ID. You can listen to the agent and caller's conversation.

***Note:*** To observe another agent, repeat step two.

**To talk to an agent you are observing:**

1. While observing an agent. Press the **Call Agent** Key. You now have a conference with the agent and the caller.

**To leave the Observe state:**

Press the **Goodbye** Key.

***Note:*** You cannot observe an agent if the agent's call is on hold or if no calls are in progress.

## Interflow

When the call backlog or the waiting time in the queue exceeds a set threshold, Interflow forwards calls to a predefined target queue.

The supervisor activates Interflow when the waiting time for the queue exceeds its threshold.

**To activate Interflow:**

Press the **Interflow** Key. The indicator flashes and excess calls are routed to the destination.

***Note:*** On the Meridian SL-100, this feature is known as Controlled Interflow. Use the **ConIntrFlw** Key to activate this feature.

**To stop Interflow:**

Press the **Interflow** Key again.

## Night Service

**To enter Night Service:**

Press the **Night** Key and **dial** 6 (6=N for Night).

The indicator lights continuously. All calls in the queue and new calls receive Night Service.

***Note:*** On the Meridian SL-100, press the Night Service Key. You do not dial six.

**To transition to Night Service:**

Press the **Night** Key and **dial** 8 (8=T for Transition).

The indicator flashes. Calls in the queue remain in the queue and new calls receive Night Service.

***Note:*** On the Meridian SL-100, press the Night Service Key. You do not dial eight.

**To exit Night Service:**

Press the **Night** Key and **dial** 3 (3=D for Day).

The indicator flashes. New calls enter the queue.

***Note:*** On the Meridian SL-100, press the Night Service Key. You do not dial three.

# Viewing queue status

## The Avaya Meridian 1 ACD Calls Waiting status indicator

The LCD indicator beside the Calls Waiting key gives you a visual indication of the number of calls in the ACD queue. The following table lists the four states of the Calls Waiting LCD indicator.

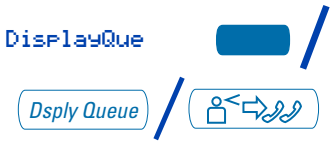
| Indicator | Queue Status | Meaning |
|---|---|---|
| Off | Light | There are few or no calls waiting. |
| On | Normal | An acceptable number of calls are waiting. |
| Slow Flashing | Busy | Calls are backing up in the queue. Calls overflowing to this queue will not be accepted. |
| Fast Flashing | Overloaded | Too many calls are in the queue. New calls are being overflowed to another queue. |

***Note:*** If your telephone is configured for the Display Queue feature, the LED/LCD indicator beside the feature key functions as a Calls Waiting status indicator.

## Display Queue on Avaya Meridian 1

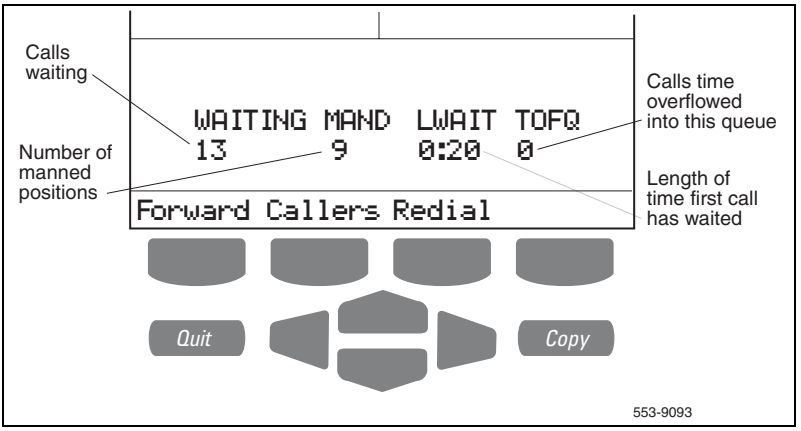
The Display Queue feature allows you to access the status of calls in an ACD queue. The information displayed includes: number of calls waiting in the queue, number of agent positions occupied for the queue, the length of time that the oldest call has waited in the queue, and the number of calls that have been overflowed into the queue.

**To display information on your ACD queue:**




Press the **Display Queue** Key.

Information on your current ACD queue appears on the display.




***Note 1:*** In an MQA environment, the display will scroll through the different queues at 2 second intervals. The queues are presented in the order in which they were entered at login.

***Note 2:*** The Display Queue Key may be configured on your Avaya 3905 Digital Deskphone as a Fixed Feature Key or as a Programmable Line (DN)/Feature Key.

## The Meridian SL-100 Multistage Queue Status indicator

The ACD Multistage Queue Status (MSQS) Key/Lamp feature provides a visual indicator of the number of calls in the ACD queue. Three thresholds, T1, T2, and T3 are created by your supervisor. The thresholds represent the number of calls in the queue or the wait time of the next call to be answered. You can activate the MSQS Key/Lamp feature by any of the following actions: you log in, and ACD call is presented to your position, or you activate the Not Ready feature. The following table lists the four states of the LCD indicator.

| Indicator | Queue Status |
|---|---|
| Off | Less than or equal to T1 |
| On | Greater than T1 and less than T2 |
| Flash | Greater than T2 and less than T3 |
| Wink | Greater than T3 |

## Display Queue Threshold on Meridian SL-100

On the Meridian SL-100, the Display Queue Threshold or Waiting Calls Key allows an ACD Agent or Supervisor to view the number of calls waiting in the queue, or how long the first call in the queue has been waiting.

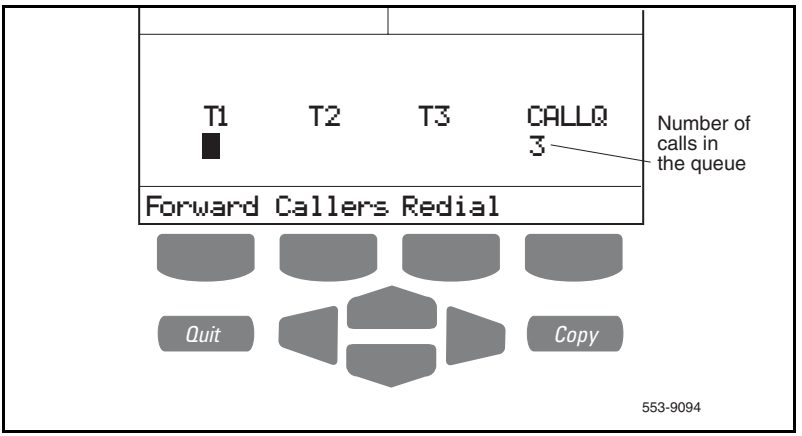
**To display the queue threshold for your Meridian SL-100 ACD group:**

Press the **Display Queue** Key.

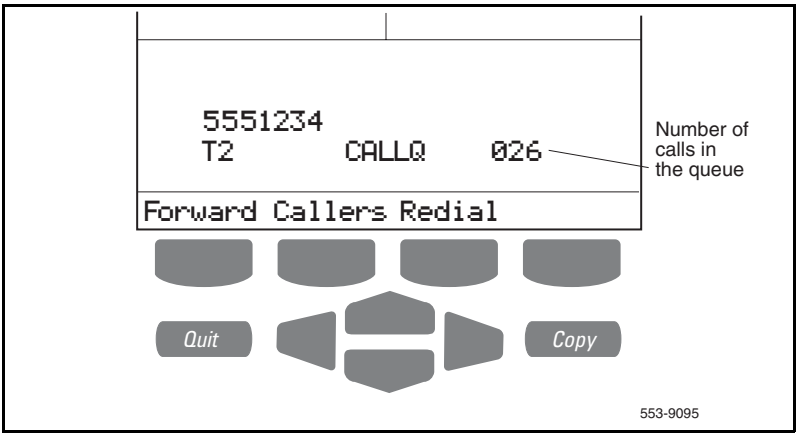
Information on your current ACD queue appears on the display as shown on the following page.

***Note 1:*** The labels T1, T2, and T3 represent the threshold wait time for the call at the front of the queue or the number of calls in the queue.

***Note 2:*** The number below CALLQ indicates the number of calls in the queue. In some systems CALLQ is replaced by WAIT. WAIT indicates the actual waiting time, in seconds, for the first call in the queue.




In some systems, a summary of the queue threshold is shown on the display each time a call is presented to your position:




***Note 1:*** The information includes the threshold level, the threshold type (CALLQ or WAIT), and the current value of the threshold.

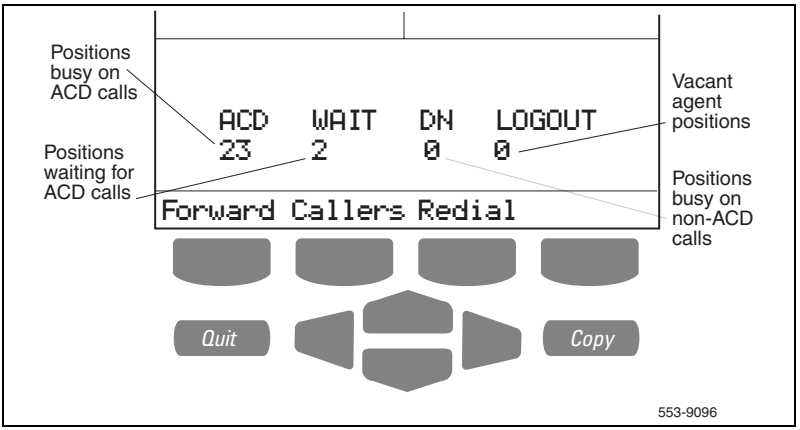
***Note 2:*** In some systems, this information is also displayed when the Not Ready feature is in use. The information is updated regularly and is visible until you exit the Not Ready state.

## Display agent status on the Avaya Meridian 1

The Display Agent feature gives ACD Supervisors a summary of the current status of all agent positions for which they have Agent Keys.

DisplayAgt

Press the **Display Agent** Key.
The display shows summary of the current status of all agent positions which have a key assigned on the supervisor's phone.




***Note 1:*** Agent positions in the Not Ready state will be counted as busy on either ACD calls or non-ACD calls, as specified by your system administrator.

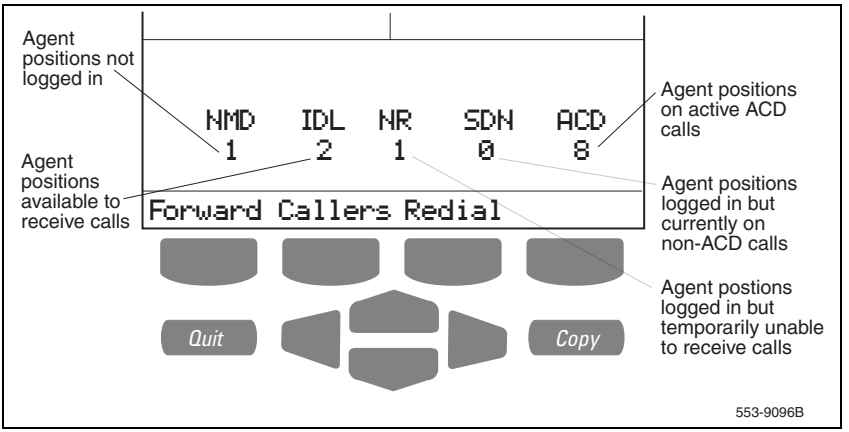
***Note 2:*** The Display Agent Summary Information is displayed for 12 seconds or until another feature key is pressed.

## Display agent status on the Meridian SL-100

The Display Agent feature gives ACD Supervisors a summary of the current status of all agent positions for which they have Agent Keys.

DisplayAgt

Press the **Display Agent** Key.
The display shows summary of the current status of all agent positions which have a key assigned on the supervisor's phone.




***Note:*** The Display Agent Summary Information is displayed for 12 seconds or until another feature key is pressed.

# Your telephone's non-ACD call features

This section describes non-ACD features commonly used for call processing. Your network administrator assigns features to your programmable feature keys. Whenever this guide describes a procedure that requires special codes ask your network administrator to provide these to you.

To access a feature, you press a Feature Key, or enter a Flexible Feature Code (FFC) for the Avaya Meridian 1 or a Feature Access Code (FAC) for the Meridian SL-100. Your network administrator supplies you with the Flexible Feature Codes or Feature Access Codes for your system.

***Note:*** In order to use a feature described in this section, your system software must support the feature and the feature must be assigned to your telephone. Check with your network administrator for more details.

## Make a call

This section describes features that you can use when you make a call. There are several ways to make a call from your Avaya 3905 Digital Deskphone. To make a call from your telephone, use the features described in this chapter.

**To make a call:**

1. Press an **Individual Line** (DN) Key.

2. **Dial** the number.

***Note:*** If you are on a call on your Individual Line (DN) and your telephone is not in Not Ready or Make Busy state, your call is automatically placed on hold when an ACD call rings your telephone enabling you to answer the ACD In-Calls line. However, if you are on an ACD call and a call comes in on your Individual Line (DN), you cannot put your ACD call on hold to answer the call on your Individual Line (DN).

## Use the Predial feature

The **Predial** feature allows you to enter and preview a number of up to 31 digits and make corrections before you dial the number.

**To use Predial:**

1. **Dial** the number.

***Note 1:*** If you are calling an external or long distance number, be sure that the appropriate access codes are included.

***Note 2:*** Press the **Pause** Key to insert a 1.5 second pause in the dialing string.

2637

2. Press an **Individual Line** (DN) Key to receive dial tone.

   The displayed predialed number is automatically dialed.

***Note:*** You cannot use the Predial feature if the Live dial pad feature is active.

## Auto Dial

**Auto Dial** lets you dedicate a feature key to a specific telephone number. When the Auto Dial Key is pressed, the number is dialed automatically.

**To use Auto Dial:**

2637

1. Press an **Individual Line** (DN) Key.

AutoDial

2. Press the associated **Auto Dial** Key.

   The number is dialed automatically.

**To display the Auto Dial number:**

Display

1. Press the **Display** Key.

***Note:*** On the Meridian SL-100, press the **Inspect** Key to display the number.

AutoDial

2. Press the configured **Auto Dial** Key.

   The number appears on the display.

**To store an Auto Dial number:**

AutoDial

1. Press the **Auto Dial** Key, without lifting the handset.

2. **Dial** the number to be stored on the Auto Dial Key.

AutoDial

3. Press the **Auto Dial** Key again. The number is stored on the key.

***Note:*** To change the key label "AutoDial", select Change feature key label from the **Options List** menu. Please see "Change a Feature Key label" on page 42 for detailed instructions.

## Ring Again

Use the **Ring Again** feature when you dial a number and receive a busy tone or no answer. The Ring Again feature lets you know when the person you dialed is available or has used their telephone. The feature notifies you when to redial your party. The Ring Again feature automatically redials the number.

**To use Ring Again:**

1. **Dial** a number and receive a busy tone or no answer.

***Note:*** On the Meridian SL-100, Ring Again is available on busy tone only.

RingAgn

2. Press the **Ring Again** Key.

The screen displays `Ring again is active`.

**To call a Ring Again party when you receive notification:**

When the number you want to reach is available, or the person has re-used their set, you hear the Ring Again tone.

2637

1. Press an **Individual Line** (DN) Key.

RngCall

2. Press the **Ring Call** Key.

**To cancel Ring Again before notification:**

CanclRA

Press the **Cancel Ring Again** Key.

The screen displays `Ring Again is cancelled`.

## Redial last number called

**Last Number Redial** allows you to automatically redial the last number you dialed. This feature must be enabled by your network administrator.

**To use Last Number Redial when using the handset:**

2637

1. Press an **Individual Line** (DN) Key.

2. Press the **Individual Line** (DN) Key again.

   The last number you dialed is automatically redialed.

***Note:*** On Meridian SL-100, press the # Key twice.

## Use Speed Call

The **Speed Call** feature allows you to automatically dial frequently called numbers by entering a one, two, or three digit code. Contact your network administrator to determine the capacity of your Speed Call list.

A telephone designated as a Speed Call Controller can program or edit the Speed Call list. This feature must be enabled by your network administrator.

**To store or change a Speed Call number:**

1. Press the **Speed Call Controller** Key.

   The screen displays `Enter Code, then number`.

2. **Dial** a one, two, or three digit code. Use the **Delete** Key if you make a mistake. Use the **Cancel** Key to leave the screen without storing a speed call number.

***Note:*** A dash is automatically inserted after the required number of digits have been entered.

3. **Dial** the associated telephone number. Use the **Delete** Key if you make a mistake. Use the **Cancel** Key to leave the screen without storing a speed call number.

***Note 1:*** Dial the access code (if required) followed by the internal, external, or long-distance telephone number.

***Note 2:*** Press the Pause Key to insert a 1.5 second pause in the dialing string.

4. Press the **Done** Key to save the code and number.

**To make a Speed Call:**

1. Press an **Individual Line** (DN) Key.

2. Press the **Speed Call Controller** Key or the **Speed Call User** Key.

   The screen displays `Enter code`.

3. **Dial** the Speed Call code assigned to the telephone number.

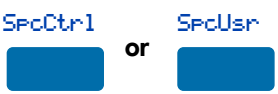
   The number is automatically dialed.

## Make a System Speed Call

**System Speed Call** allows you to make a call by dialing Speed Call codes which may override your telephone's class of service restrictions. The System Speed Call feature is set up on the system by your network administrator. It is a speed dial number that is common to many users, therefore it is set up on the system not on your individual telephone.

**To make a System Speed Call:**

1. Press an **Individual Line** (DN) Key.




2. Press the **System Speed Call Controller** key or the **System Speed Call User** Key, or enter the System Speed Call User FFC.

3. **Dial** the Speed Call code assigned to the telephone number.

   The number is automatically dialed.

## Answer a call

When you receive an incoming call on an Individual Line (DN), your telephone rings and the LCD indicator flashes.

**To answer a call:**

Press the **Individual Line** (DN) Key beside the flashing LCD indicator.

***Note:*** If you have the handset option and you pick up the handset, you must also press the **Individual Line (DN)** Key, otherwise the handset is not operable. However, you may terminate a call by replacing the handset in the cradle.

## Place a call on Hold

Use the **Hold** feature when you are talking with one party and a second call comes in on a second Individual Line (DN). You can answer the second call and retain the original call by putting it on Hold.

**To place a call on Hold:**

Press the **Hold** Key. The LCD indicator flashes beside the line on hold.

***Note 1:*** If the Automatic Hold feature is configured for your Avaya Meridian 1, the active call is automatically put on Hold when you answer the second call.

***Note 2:*** On the Meridian SL-100 Automatic Hold is the default feature.

***Note 3:*** The caller hears music while on hold, if the Music on Hold feature is configured for your system.

**To retrieve a call on hold:**

Press the **Individual Line** (DN) Key beside the flashing LCD indicator.

## Transfer a call

Use the **Transfer** feature to redirect a call to a third party.

**To use the Transfer feature:**

1. Press the **Transfer** Key.

   The other party is on hold and you receive a dial tone. The screen displays `Call on hold, dial number`.

2. **Dial** the number of the telephone where the call is to be transferred.

3. Press the **Swap** Key to switch between talking with the original caller and the new caller. Press the **Connect** Key to complete the transfer.

   The two callers are connected and your telephone is ready to make or receive new calls.

**To go back to the original call if the transfer is incomplete:**

1. Press the **Goodbye** Key.

2. Press the **Individual Line** (DN) Key with the flashing icon to return to your original call.

## Trace a Malicious call

**Malicious Call Trace** provides a way for you to trace nuisance calls. The feature is available for both internal and external calls. When the key is pressed, your Directory Number and the telephone number of the caller are recorded for access by your network administrator.

**To use Call Trace while you are on a call:**

Press the **Call Trace** Key.

***Note:*** On the Meridian SL-100, press the **MalcsHold** (Malicious Call Hold) Key.

**To use Call Trace if you do not have a Call Trace Key:**

1. Press the **Transfer** Key **or** the **Conference** Key.

***Note:*** On the Meridian SL-100, press only the **Transfer** Key.

2. **Dial** the Malicious Call Trace FFC (Avaya Meridian 1) **or** the Malicious Call Hold FAC (Meridian SL-100).

3. Press the **Individual Line (DN)** Key beside the flashing LCD indicator to return to the call.

***Note:*** On the Meridian SL-100, after dialing the Malicious Call Hold FAC, you are automatically reconnected to the calling party.

## Forward calls

The **Call Forward** feature allows you to direct your calls to ring at another Line (DN). You cannot forward calls while your telephone is ringing.

**To forward your calls:**

1. Press the **Forward** Key.

   The previously stored forward number appears, if one exists, and the screen displays `Enter forward number`.

2. If desired, enter a new number. The existing number is automatically deleted. If you make a mistake, use the **Delete** Key to delete the previous digit(s). Press **Cancel** to leave this screen without forwarding your telephone or changing the number.

3. Press the **Done** Key to activate Call Forward.

**To view the number that your calls are being forwarded to:**

1. Press the **Check Forward** Key.

2. Press the **Exit** Key to return to the previous screen.

   This action will leave Call Forward active.

**To cancel Call Forward:**

1. Press the **Check Forward** Key.

2. Press the **Cancel Forward** Key.

## Set up a Conference call

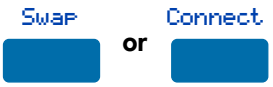
You can set up a **Conference** call for up to six people (including yourself). Contact your network administrator to determine the maximum number of people your system allows on a conference call.

**To set up a conference call:**

1. Press the **Conference** Key while you are on a call.

   The other party is on hold and you receive dial tone. The screen displays `Call on hold, dial number`.

2. **Dial** the number of the person you want to add to the conference.




3. Press the **Swap** Key to switch between talking with the original caller and the new caller. Press the **Connect** Key to complete the conference. Everyone is able to join the conversation.

**If the person you attempt to add to the conference is unavailable:**

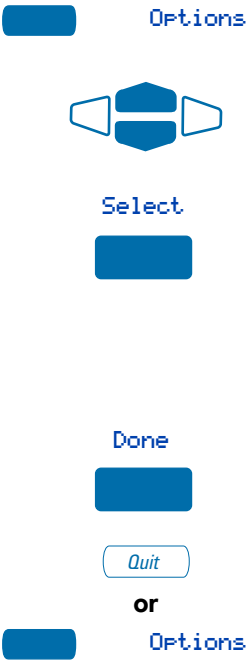
1. Press the **Goodbye** Key.

2. Press the **Individual Line** (DN) Key beside the flashing LCD indicator to return to your original call.

# Options List

The **Options List** allows you to customize certain characteristics of your phone. Screen prompts take you step-by-step through procedures and keep you informed on the status of the following settings: Language, Change feature key label, Screen contrast, Volume adjustment, Ring type, Call log options, Preferred name match, Area code set-up, Call timer enable, Date/time format, Key click enable, Headset type, and Display diagnostics.

**To change any option's setting:**




1. Press the **Options** Key.
2. Use the **Navigation** Keys to scroll up or down through the options list.
3. Press the **Select** Key when the desired option is highlighted.
4. Change the option's settings. Refer to the following pages for details. The display also provides you with information to adjust your selection.
5. Press the **Done** Key to save your changes.
6. Press the **Quit** Key or **Options** Key to exit.

***Note:*** If you press the **Quit** Key or **Options** Key before you press the **Done** Key, you exit the Options List without saving your changes.

## Select a language

The display is available in multiple languages. After you select `Language...` from the **Options List** menu,

`Deutsch`

1. Use the **Navigation** Keys to highlight the desired language (e.g., German).

`Select`

2. Press the **Select** Key.

Press the **Done** Key to save changes. Press the **Quit** Key or **Options** Key to exit.

## Change a Feature Key label

You can change the name on the Programmable Line (DN)/Feature Keys (self-labeled). These keys are located on both sides of the top portion of the display area.

**To change a Feature Key label:**

`Change feature key label`

1. Press the down **Navigation** Key once to highlight `Change feature key label`.

`Select`

2. Press the **Select** Key.

   This action takes you to the **Feature Key** menu and highlights `Change feature key label`.

`Select`

3. Press the **Select** Key again.

   The prompt asks you to select the key you want to change.

`AutoDial`

4. Press the **Programmable Line/Feature** Key whose label you want to change, (e.g., `AutoDial`).

5. Press the **Dial Pad** Key that is printed with the first letter in your new label. Press the key until the correct character appears.

***Note:*** Use the **Case** Key to change the case of the letter, as needed.Press the **Up Navigation** Key to access special characters you may want to include in the label. Use the **Navigation** Keys to locate the character you want to include. Press the **Select** Key to choose the highlighted character. Press the **Return** Key to return to label entry without selecting a special character.

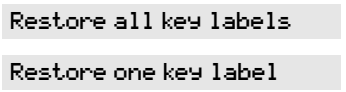
6. Press the right **Navigation** Key once to move the cursor (so you can enter the next letter) when the desired letter appears.
7. Repeat steps 5 and 6 until you have changed the entire label.

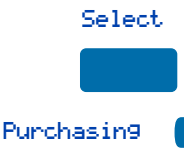
Press the **Done** Key to save changes. Press the **Quit** Key or **Options** Key to exit.

***Note:*** For a detailed example of using the dial pad to enter text into your Avaya 3905 Digital Deskphone, please see "Add a Personal Directory entry" on page 56.

**To restore key label(s):**

1. From the **Feature Key** menu, use the down **Navigation** Key to highlight `Restore all key labels` or `Restore one key label`.



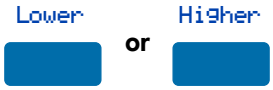

2. Press the **Select** Key.
3. If you are restoring one key label, press the **Programmable Line (DN)/Feature** Key (self-labeled) that you want to restore to the original label (e.g., `Purchasing`).

Press the **Done** Key to return to the **Options List** menu. Press the **Quit** Key or **Options** Key to exit.

***Note:*** The Primary DN key label, as well as other key labels, can be changed or restored. Press the **Shift** Key if the label you want to change is on the second layer of Programmable Line/Feature Keys (self-labeled).

## Adjust Screen contrast

The **Screen contrast** option allows you to adjust the contrast of the display on your telephone. After you select `Screen contrast` from the **Options List** menu;




From the **Contrast** screen, press the **Lower** Key to decrease the display contrast level, or press the **Higher** Key to increase the display contrast level.

Press the **Done** Key to save changes. Press the **Quit** Key or **Options** Key to exit.

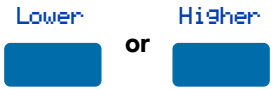
## Adjust volume

Use the **Volume adjustment** option to select a comfortable sound level for the various audio signals.

***Note:*** After you select `Volume adjustment...` from the **Options List** menu, a list of adjustable items for your telephone model appears. It is recommended that you adjust these parameters while you are on a telephone call so that you can judge the impact of the changes your are making.

**To adjust the Ringer volume:**

1. Select **Ringer** from the **Volume** menu.




2. Press the **Lower** Key to decrease the ringer volume, or press the **Higher** Key to increase the ringer volume.

Press the **Done** Key to save changes. Press the **Quit** Key or **Options** Key to exit.

**Use the procedure above to adjust the volume on the following items:**

***Note:*** Headset sidetone is the sound of your own voice that you hear in the headset speaker.

## Choose Ring type

The **Ring type** option allows you to choose from among the various ringing sounds available for your telephone model. After you select `Ring type...` from the **Options List** menu;

1. Use the **Navigation** Keys to scroll through the list of ring types.

`Ring type 3`

`Play`

2. Press the **Play** Key to sample a ring tone.

`Select`

3. Press the **Select** Key to activate the desired ring type.

Press the **Done** Key to save changes. Press the **Quit** Key or **Options** Key to exit.

## Select Call Log options

The **Call Log options** setting provides a choice of logging all incoming calls, logging only the unanswered calls, or not logging any calls. The Call Log holds up to 100 different incoming entries. After you select `Call log options` from the **Options List** menu;

From the **Log options** menu, use the **Navigation** Keys to highlight and select either:

`Log all calls`

**or**

`Log unanswered calls`

Log all calls

**or**

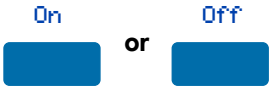
Log unanswered calls

***Note:*** `New call indication` must be set to `On`, if you want Call Log notification.

Press the **Done** Key to save selection. Press the **Quit** Key or **Options** Key to exit.

## Use Live dial pad

The **Live dial pad** option allows you to press any dial pad key to automatically access a dial tone. After you select `Live dial pad` from the **Options List** menu;

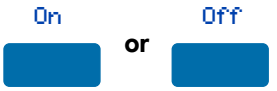



From the **Live dialpad** screen, press the **On** Key to turn on Live dial pad, or press the **Off** Key to turn off Live dial pad.

Press the **Done** Key to save changes. Press the **Quit** Key or **Options** Key to exit.

## Select Preferred name match

The **Preferred name match** option displays the names of incoming and outgoing callers as stored in your Personal Directory, if the telephone number matches the one stored in your directory. This option allows you to personalize the displayed names for incoming and outgoing calls. After you select `Preferred name match` from the **Options List** menu;

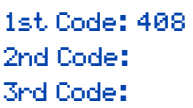



From the **Name match** screen, press the **On** Key to turn on Preferred name match, or press the **Off** Key to turn off Preferred name match.

Press the **Done** Key to save changes. Press the **Quit** Key or **Options** Key to exit.

## Set up area code

Using the **Area code set-up** option causes the Callers List and Calling Line ID (CLID) display show the number/extension followed by the area code/prefix in parenthesis. This makes it easier to identify local calls and internal calls. You can define up to three codes. After you select `Area code set-up` from the **Options List** menu



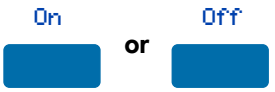

Use the **Navigation** keys to place your cursor in the first line and enter an **area/country code** of your choice.

***Note:*** You can enter up to three codes of your choice.

Press the **Done** Key to save changes. Press the **Quit** Key or **Options** Key to exit.

## Enable Call timer

The **Call timer enable** option measures how long you are on each call. After you select `Call timer enable` from the **Options List** menu;




From the **Call timer** screen, press the **On** Key to turn on the Call timer, or press the **Off** Key to turn off the Call timer.

Press the **Done** Key to save changes. Press the **Quit** Key or **Options** Key to exit.

## Select Date/time format

There are eight **Date/time formats**. Four formats are based on the 12 hour clock and four are based on the 24 hour clock. After you select `Date/time format...` from the **Options List** menu;

Use the **Navigation** Keys to scroll through the eight formats. The sample formats appear on the upper right side of the display area.

`Format 3`

Press the **Done** Key to select the highlighted format. Press the **Quit** Key or **Options** Key to exit.

## Enable Key click

The **Key click** option causes the handset or speaker to produce a clicking sound when you press the telephone keys. After you select `Key click enable` from the **Options List** menu;

From the **Key click** screen, press the **On** Key to turn on Key click, or press the **Off** Key to turn off Key click.

Press the **Done** Key to save changes. Press the **Quit** Key or **Options** Key to exit.

## Headset type selection

The **Headset type** option allows you to select one of the three different headset types: Type 1, Type 2, or Amplified. Select the setting that works best for the headset that you are using. After you select `Headset type` from the **Options List** menu;

From the **Headset type** menu, use the **Navigation** Keys to highlight and select either:

`Type 1`

Type 1 headset

**or**

`Type 2`

**or**
Type 2 headset

**or**

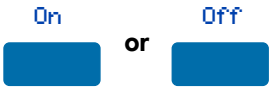
`Amplified`

**or**
Amplified headset

Press the **Done** Key to save selection. Press the **Quit** Key or **Options** Key to exit.

## Use Headset port on call

The **Headset port on call** option requires that a lamp-type accessory be connected to the headset port. When the Headset port on call option is activated and the user is on a call, the lamp lights providing an indication that a call is in progress. After you select `Headset port on call` from the **Options List** menu;



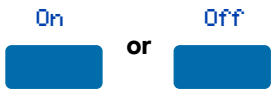

From the **On call** screen, press the **On** Key to turn on Headset port on call, or press the **Off** Key to turn off Headset port on call.

Press the **Done** Key to save changes. Press the **Quit** Key or **Options** Key to exit.

***Note:*** Additional equipment is required to implement this option. For more information please contact your Avaya distributor.

## Activate Headset port external alerter

When the **Headset port external alerter** option is activated, it supports a visual or audible alerter and/or recorder device. This device plugs into the Headset port, which is located on the bottom of the telephone. After you select `Headset port ext alerter` from the **Options List** menu;




From the **External alerter** screen, press the **On** Key to turn on Headset port external alerter, or press the **Off** Key to turn off Headset port external alerter.

Press the **Done** Key to save changes. Press the **Quit** Key or **Options** Key to exit.

***Note:*** Additional equipment is required to implement this option. For more information please contact your Avaya distributor.

## Display diagnostics

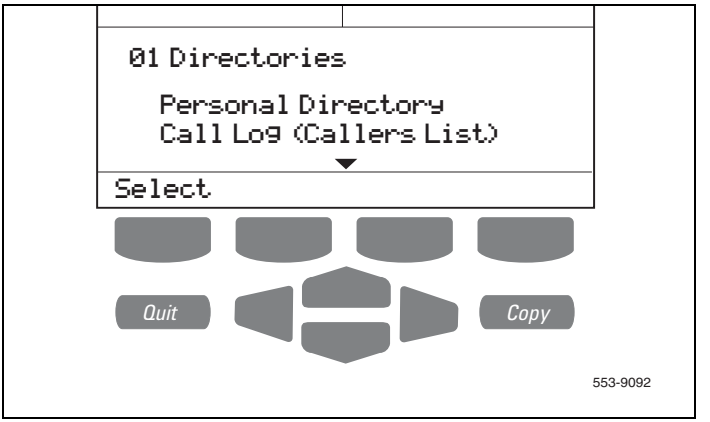
The **Display diagnostics** option tests the functionality of your telephone's display screen and indicator lights. This option also provides information on the firmware currently in use on your Avaya 3905 Digital Deskphone. After you select `Display diagnostics` from the **Options List** menu;

Use the up or down **Navigation** Key to scroll through the list and view the changing display screens.

Press the **Done** Key to return to the **Options List** menu. Press the **Quit** Key or **Options** Key to exit.

# Directory display and navigation

With the display on the Avaya 3905 Digital Deskphone, you can view two lines of information. The figure below shows the status once you log into the directory.



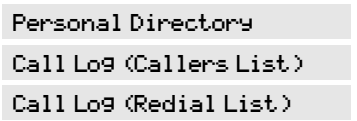

## Access your Callers List, Redial List, or Personal Directory

**To access the Avaya 3905 Digital Deskphone Directory/Log:**

1. Press the **Directory/Log** Key.

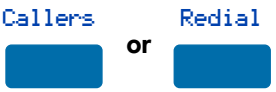
***Note:*** When you press the **Directory/Log** Key, your Personal Directory is automatically selected. At this point, you may begin searching the directory using the telephone's dial pad. See "Search for an entry" on page 62.

2. Use the **Navigation** Keys to highlight the Personal Directory or the Call Log that you want to view.



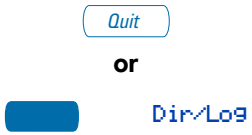
3. Press the **Select** Key.

**To access the Avaya 3905 Digital Deskphone Callers List or Redial List using a Context Sensitive Soft Key or a Programmable Feature Key:**




Press the **Callers** Key to access the Callers List, or press the **Redial** Key to access the Redial List.

**To exit the Directory/Log:**




Press the **Quit** Key or the **Directory/Log** Key to exit.

## Directory password protection

You can password protect your Personal Directory, Callers List, and Redial list on the Avaya 3905 Digital Deskphone. If password protection is activated, you will be asked to enter your password each time you press the Directory/Log Key.

**To enable password protection:**

1. Press the **Directory/Log** Key.

2. From the **Directories** menu, use the **Navigation** Keys to highlight `Password Administration`.

3. Press the **Select** Key. The **Password Administration** menu appears with `Password enabled: OFF` highlighted.

4. Press the **Select** Key again to select `Password enabled: OFF`.

5. Press the **On** Key to enable password protection.

6. **Dial** the password.

Enter

7. Press the **Enter** Key.

8. **Dial** the password again to confirm your password.

Enter

9. Press the **Enter** Key.

Done

10. Press the **Done** Key to save changes.

Quit

**or**

Dir/Log

11. Press the **Quit** Key or the **Directory/Log** Key to exit.

**To disable Personal Directory password:**

Dir/Log

1. Press the **Directory/Log** Key.

2. **Dial** the password.

Enter

3. Press the **Enter** Key.

4. Use the **Navigation** Keys to highlight `Password Administration`.

Password Administration

Select

5. Press the **Select** Key. The **Password Administration** menu appears with `Password enabled: ON` highlighted.

6. Press the **Select** Key again to select `Password enabled: ON`.

7. Press the **Off** Key to disable password protection.

8. Press the **Done** Key to save changes.

**or**

9. Press the **Quit** Key or the **Directory/Log** Key to exit.

# Call Log

The **Call Log** records the name and number of incoming and outgoing calls and can be password protected. You can activate Call Log to record all calls, record only the unanswered calls, or record no incoming calls.

The **Callers List** stores incoming calls, and the **Redial List** stores outgoing calls in order of date and time received/made. The oldest call is stored at the top of the list. The newest call is stored at the bottom of the list.

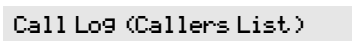
The Avaya 3905 Digital Deskphone Call Log list holds up to 100 entries for incoming and 20 entries for outgoing calls. The Avaya 3905 Digital Deskphone can copy a number from the Callers List or Redial List and store it in the Personal Directory.

## Access and use the Callers List

**To access the Callers List using the Directory/Log Key:**

1. Press the **Directory/Log** Key.

2. Use the **Navigation** Keys to highlight `Call Log (Callers List)`.



3. Press the **Select** Key.

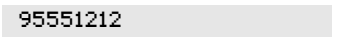
4. Press the **New** Key to go to the top of the new calls list, or press the **Old** Key to go to the top of the old calls list.

**To access the Callers List using a Context Sensitive Soft Key or a Programmable Feature Key:**

Press the **Callers** Key. You are presented with the first call in the new calls list.

**To make a call from the Callers List:**

1. Use the **Navigation** Keys to highlight the number you want to call.




***Note 1:*** If you are calling an external or long distance number, you will need to edit the number to add the access codes required by your system to make an external or long distance call.

***Note 2:*** Press the **Pause** Key to insert a 1.5 second pause in the dialing string.

2. Press the **Dial** Key to call the number selected.

3. Press an **Individual Line** (DN) Key.

   Your call is automatically dialed and you exit the Callers List.

***Note:*** Outgoing calls may not be placed on your ACD DN using your **In-calls** Key.

**To exit the Callers List without making a call:**

or

Press the **Quit** Key or the **Directory/Log** Key to exit.

## Access and use the Redial List

The **Redial List** records your last 20 outgoing calls and can be password protected. On the Avaya 3905 Digital Deskphone, you can copy these numbers to your Personal Directory.

**To access the Redial List using the Directory/Log Key:**

1. Press the **Directory/Log** Key.

2. Use the **Navigation** Keys to highlight `Call Log (Redial List)`.

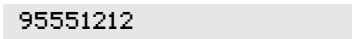
3. Press **Select**.

**To access the Redial List using a Context Sensitive Soft Key or a Programmable Feature Key:**

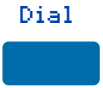
Press the **Redial** Key. You are presented with the most recently dialed number.

**To make a call from the Redial List:**

1. Use the **Navigation** Keys to highlight the number you want to call.




***Note:*** If you are calling an external or long distance number, be sure that the appropriate access codes are included.




2. Press the **Dial** Key.

3. Press an **Individual Line** (DN) Key.

Your call is automatically dialed and you exit the Redial List.

***Note:*** Outgoing calls may not be placed on your ACD DN using your **In-Calls** Key.

# Use the Personal Directory

The Personal Directory provides a personalized directory of names and telephone numbers. The Personal Directory allows you to add, delete, search, and edit entries and can be password protected. The Personal Directory holds up to 100 entries (an entry is one name and one telephone number). You can add a directory entry by copying the entry from your Callers List or Redial List. You can also add entries with the "AddNew" Key or by using the Personal Directory PC Utility application. The Personal Directory PC Utility uses an accessory cartridge to connect your PC and your Avaya 3905 Digital Deskphone. You can create a directory on your Personal Computer and transfer it to your Avaya 3905 Digital Deskphone.

## Access the Personal Directory

1. Press the **Directory/Log** Key.

2. Press the **Select** Key in the **Directories** menu to select `Personal Directory`.

***Note:*** When you press the **Directory/Log** Key, your Personal Directory is automatically selected. At this point, you may begin searching the directory using the telephone's dial pad. See "Search for an entry" on page 62.

## Add a Personal Directory entry

**After accessing your Personal Directory:**

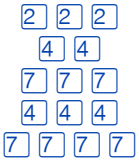
1. Press the **Add New** Key.

2. **Dial** the new name.

**Example:**
**To enter the name and telephone number for Chris:**

1. **Dial** the name using the key pad.

***Note:*** Press the **Up Navigation** Key to access special characters you may want to include in the name. Use the **Navigation** Keys to locate the character you want to include. Press the **Select** Key to choose the highlighted character. Press the **Return** Key to return to name entry without selecting a special character.



2. Press the dial pad **key** with the desired letter repeatedly until that letter appears on the display.
3. Press the **right arrow** key to go to the next letter.

***Note:*** The cursor automatically advances to the next position, if a different-from-last key is pressed, or after a short pause.

4. Press the **Next** Key.

5. Use the **dial pad** to enter the telephone number associated with the name entered above.

***Note 1:*** If you are adding an external or long distance number, be sure to include the access codes required by your system to make an external or long distance call.

***Note 2:*** Press the **Pause** Key to insert a 1.5 second pause in the dialing string.

6. When you have finished entering all of the digits, press the **Done** Key to save the changes.

**or**

7. Press the **Quit** Key or the **Directory/Log** Key to exit.

## Add an incoming call

1. Press the **Copy** Key.

   The displays shows the message `Copy to`.

2. Press the **Directory** Key.

**or**

3. Press **Next** to copy the incoming call without editing the name. Edit the number, if required (see note for step 4) and go to step 5.
   **or**

   Press **Clear** to make changes to the name before saving. Add the name using the **dial pad**, **Delete**, and **Case** Keys as needed.

4. Press the **Next** Key. Make changes to the telephone number if required

***Note 1:*** If you are copying an external or long distance number, be sure to add the access codes required by your system to make an external or long distance call.

***Note 2:*** Press the **Pause** Key to insert a 1.5 second pause in the dialing string.

5. Press the **Done** Key to save the entry in your directory.

**or**

6. Press the **Quit** Key or the **Directory/Log** Key to exit.

***Note:*** You can edit the name or number before or after you save to the directory.

## Add an outgoing call

1. After the person you called answers, press the **Copy** Key.

   The displays shows `Copy to`.

2. Press the **Directory** Key.
3. Add the name, using the **dial pad**, **Delete**, and **Case** Keys as needed.

4. Press the **Next** Key.

5. Press the **Done** Key to save the changes.

**or**

6. Press the **Quit** Key or the **Directory/Log** Key to exit.

***Note:*** You can edit the name or number before or after you save to the Directory.

## Delete or edit a Personal Directory entry

**To delete a Personal Directory entry:**

1. Use the **Navigation** Keys to highlight the entry you want to edit or delete.

2. Press the **Delete** Key to delete the currently highlighted entry in your Personal Directory.

3. Press the **Yes** Key to confirm the deletion.

**To edit a Personal Directory entry:**

1. Press the **Edit** Key to change the telephone number or name.

2. Use the **Navigation** Keys to highlight the character you want to change.

3. Use the **dial pad** to enter the desired changes. Refer to"Add a Personal Directory entry" on page 56 for an example of how to use the dial pad to enter names.

4. Press the **Next** Key. Edit the number if necessary.

5. Press the **Done** Key to save the changes.

**or**

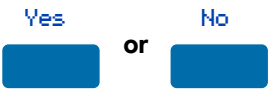
6. Press the **Quit** Key or the **Directory/Log** Key to exit.

## Delete your Personal Directory

**To delete your Personal Directory:**

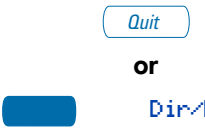
1. Press the **Delete List** Key.

   The display shows `Delete all entries?`.




**or**

2. Press the **Yes** Key if you want to delete all the entries in your Personal Directory, or press the **No** Key if you want to return to the top of the Personal Directory with no changes made.




3. Press the **Quit** Key or the **Directory/Log** Key to exit.

## Use the Personal Directory to make a call

**To use the Personal Directory to make a call:**

1. Use the **Navigation** Keys to highlight the desired name or number.

***Note:*** If you are dialing an external or long distance number, be sure that your directory entry includes the access codes required by your system to make an external or long distance call.

2. Press the **Dial** Key.

3. Press an **Individual Line** (DN) Key to call the person whose name is highighted.

***Note:*** Outgoing calls may not be placed on your ACD DN using your **In-Calls** Key.

## Use Card View

The **Card View** feature provides additional information about the Personal Directory entry.

**To look at the Card View:**

1. Use the **Navigation** Keys to highlight the desired name.

2. Press the right **Navigation** Key.

**To dial from the Card View:**

1. Use the **Navigation** Keys to show the name and number of the currently selected entry in the Card View.

***Note:*** If you are dialing an external or long distance number, be sure that your directory entry includes the access codes required by your system to make an external or long distance call.

2. Press the **Dial** Key.

3. Press an **Individual Line** (DN) Key to call the person whose name is highighted.

***Note:*** Outgoing calls may not be placed on your ACD DN using your **In-Calls** Key.

**To exit the Card View:**

Press the left **Navigation** Key to leave the Card View and return to the selected name.

## Search for an entry

You can search for a particular entry in your Personal Directory.

**To search for an entry:**

1. Use the **Navigation** Keys to highlight `Personal Directory`.

2. You may press the **Select** Key or proceed directly to step 3.

3. Use the **dial pad** to enter the first letter of the name your are seeking. For example, press the 2 key twice to go to the first entry that begins with the letter "B".

## Copy a number from the Redial List

You can copy a number from the Redial List to the Personal Directory.

**To copy a number from the Redial List:**

1. Use the **Navigation** Keys to highlight the name or number in your Redial List that you want to copy to your Personal Directory.

2. Press the **Copy** Key.

   The displays shows `Copy to`.

3. Press the **Directory** Key.

4. Press **Next** to copy the incoming call without editing the name. Edit the number, if required (see note for step 5), and go to step 6.

   **or**

   Press **Clear** to make changes to the name before saving. Add the name using the **dial pad**, **Delete**, and **Case** Keys as needed.

**or**

5. Press the **Next** Key. Make changes to the telephone number, if required.

***Note:*** If you are copying an external or long distance number, be sure that your directory entry includes the access codes required by your system to make an external or long distance call.

6. Press the **Done** Key. The entry is saved to your Personal Directory and you are returned to the Redial List.

# Set-to-Set Messaging

With the **Set-to-Set Messaging** application activated, an internal caller using an Avaya 3903, 3904, or 3905 Digital Deskphone receives a quick visual message, which you have selected, whenever they dial your telephone number. The length of your message is limited to 24 characters. The message is entered through the dial pad keys using a process similar to the one used for entering names in the Personal Directory. Your network administrator may provide access to a list of up to ten messages which you may customize and select as your current set-to-set message. Only one message at a time may be customized and only one message can be stored in your telephone's memory.

You can check your Call Log to determine whether or not a caller was sent the set-to-set message. A (•)) will appear beside the call log entry of the callers who saw your message. ***Note:*** This feature is not available on the Meridian SL-100.

**To access Set-to-Set Messaging:**

1. Press the **Applications** Key.

2. From the **Applications** menu, use the **Navigation** Keys to highlight `Set to Set Messaging`.

3. Press the **Select** Key.

   The **Set-Set Msg** screen appears indicating the status of the feature (on or off) and whether or not a message is stored (defined) in memory.

***Note:*** If you have activated password protection on your Directory/Log, you will need to enter your password to continue.

**To edit the currently stored message, or to create a new message:**

1. Press the **Edit** Key.

2. From the **Edit Mode** screen, use the **dial pad** to enter a text message. Press the **Delete** Key to delete a character. Press the **Case** Key to toggle between upper and lower case characters. Press the **Cancel** Key to exit the screen without saving changes.

***Note 1:*** Please refer to "Add a Personal Directory entry" on page 56 for detailed instructions on using your telephone's dial pad to enter text.

***Note 2:*** While in the **Edit Mode** screen, Press the **Up Navigation** Key to access special characters you may want to include in the name. Use the **Navigation** Keys to locate the character you want to include. Press the **Select** Key to choose the highlighted character. Press the **Return** Key to return to name entry without selecting a special character.

3. Press the **Done** Key.

   Your message is saved and you return to the **Set-to-Set Message** Screen.

**To select a message provided by your network administrator:**

1. From the **Set-to-Set Message** screen, use the **Navigation** Keys to scroll through the list of available messages.

2. Press the **Select** Key to choose the currently displayed message.

**To customize a message provided by your network administrator:**

1. From the **Set-to-Set Message** screen, use the **Navigation** Keys to scroll through the list of available messages.

2. Press the **Edit** Key to choose the currently displayed message.

3. From the **Edit Mode** screen, use the **dial pad** to customize the message. Press the **Delete** Key to delete a character. Press the **Case** Key to toggle between upper and lower case characters. Press the **Cancel** Key to exit the screen without saving changes.

***Note 1:*** Please refer to "Add a Personal Directory entry" on page 56 for detailed instructions on using your telephone's dial pad to enter text.

***Note 2:*** While in the **Edit Mode** screen, Press the **Up Navigation** Key to access special characters you may want to include in the name. Use the **Navigation** Keys to locate the character you want to include. Press the **Select** Key to choose the highlighted character. Press the **Return** Key to return to name entry without selecting a special character.

4. Press the **Done** Key.

   Your message is saved and you return to the **Set-Set Msg** Screen.

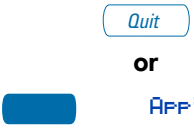
***Note:*** If you scroll to a different message in the **Set-Set Msg** screen, and press the **Select** Key, your changes are erased.

**To activate or deactivate Set-to-Set Messaging and exit the application:**

1. Press the **On** Key/**Off** Key to toggle the Set-to-Set Messaging status between On and Off.

***Note 1:*** If messages have not been provided by your network administrator and a message has not been defined, the **On** or **Off** Keys will not appear. Use the **Edit** Key to enter a message before activating Set-to-Set Messaging.

***Note 2:*** If messages have been provided by your network administrator, up and down arrows appear on the right side of the display. The **On** and **Off** Keys appear for the most recently selected message.



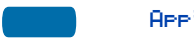

2. Press the **Quit** Key or the **Applications** Key to exit the **Set-to-Set Messaging** application.

***Note:*** If you press the **Quit** Key or the **Applications** Key before you press the **Done** Key, you exit the application without saving your changes.

# Corporate Directory

The **Corporate Directory** application allows you to search by entering the characters in the name of the person you are calling, beginning with the last name. Once you have located the name and number of the person, you may use the dial soft key to call the number. You may copy an entry from the Corporate Directory and paste it into your telephone's Personal Directory for quick access.

**To use the Corporate Directory application:**




1. Press the **Applications** Key.

***Note:*** If, when you press the **Applications** Key, Corporate Directory is highlighted, you may proceed directly to step 4.

2. From the **Applications** menu, use the **Navigation** Keys to highlight Corporate Directory.

3. You may pess the **Select** Key or proceed directly to step 4.

   The **Corporate Directory Find** screen appears.

4. Use the **dial pad** to enter the name of the person you want to call. Enter the last name first. Separate the last name and first name with a comma.

***Note 1:*** The comma is the first character on the 1 Key on your dial pad.

***Note 2:*** You do not need to enter the entire name. When the **Done** Key is pressed, the application will highlight the first directory entry that matches the text that you entered.

5. Press the **Done** Key.

   The application highlights the first entry that matches the text you entered in step 4. If there is no match, the screen displays `No matches found for . . .` (the text that you entered).

6. Use the **Navigation** Keys to scroll through the directory.

***Note:*** The entire directory is available. The "find" process determines which directory entry to select as your starting point.

7. If desired, use the **Right Navigation** Key to move from "list" view to "card" view. In card view, the telephone and department numbers for the entry are viewable. Use the **Left Navigation** Key to return to list view.

***Note:*** While you are in card view, you may use the **Up** or **Down Navigation** Key to scroll through directory entries.

8. Press the **Dial** Key.

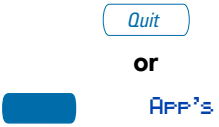
9. Press an **Individual Line** (DN) Key to call the person whose name is highlighted.

***Note:*** Outgoing calls may not be placed on your ACD DN using your **In-Calls** Key.

**To find another directory listing or to refine your current directory search:**

Press the **NewFind** Key to begin a new search, or press the **Resume** Key to enter additional characters so that you may narrow your search.

**To exit the Corporate Directory application:**




Press the **Quit** Key or the **Applications** Key.

**To copy an entry from the Corporate Directory to your telephone's Personal Directory:**

1. With the entry selected in the Corporate Directory, press the **Copy** Key.
2. In the **Copy to** screen, press the **Directory** Key to copy the name and telephone number to your Personal Directory.

   After you complete editing and entering the name and telephone number, you are returned to the Corporate Directory.